Panasonic CONNECT

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TOUGHBOOK 55—ACCESSORY AND SERVICE GUIDE

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TOUGHBOOK 55 Mk2

MOBILITY SOLUTIONS

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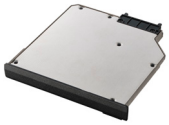
EXPANSION PACKS (xPAKs)

TOUGHBOOK Universal Bay Expansion Area

Barcode Reader xPAK
FZ-VBR551M

Insertable SmartCard xPAK
FZ-VSC552W

2nd SSD Drive xPAK
FZ-VSD55152W (512GB OPAL)
FZ-VSD551T2W (1TB OPAL)



DVD Drive xPAK
FZ-VDM551W

Blu-ray Drive xPAK
FZ-VBD551W

Front Expansion Area

Fingerprint Reader xPAK
FZ-VFP551W

Contactless SmartCard xPAK
FZ-VNF551W

Insertable SmartCard xPAK
FZ-VSC551W

Rear Expansion Area

VGA + Serial + USB-A xPAK
FZ-VCN551W

VGA + Serial + LAN xPAK
FZ-VCN552W

VGA + Serial + Fischer USB
FZ-VCN553W

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Main Storage

512GB CAGED OPAL SSD	FZ-VSDR55N5W
1TB CAGED OPAL SSD	FZ-VSDR55NTW

(Not compatible with mk1)

Memory (RAM)

16GB DDR4-3200MHz	FZ-BAZ2016
32GB DDR4-3200MHz	FZ-BAZ2032

(Not compatible with mk1)

POWER

Panasonic Standard Battery

FZ-VZSU1HU

Panasonic 4-bay Battery Charger

FZ-VCB551M

Panasonic AC Adapter 110W

CF-AA5713A2M

LIND Car Charger 120W

CF-LNDDC120

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DESKTOP DOCKS

Panasonic 55 Desktop Dock

FZ-VEB551U

USB-A (4), Serial, Ethernet, HDMI (2), VGA, Kensington lock, power button

Panasonic 54/55 Desktop Dock

CF-VEB541AU

USB-A (4), Serial, Ethernet, HDMI, VGA, Kensington lock, power button

VEHICLE DOCKS

Gamber-Johnson Vehicle Dock

7160-0577-00-P 54/55 dock (no pass through)
7160-0577-02-P 54/55 dock (dual pass through)
7170-0250-P 54/55 dock w/LIND power supply (no pass through)
7170-0251-P 54/55 dock w/LIND power supply (dual pass through)

USB-A (2), Serial, Ethernet, HDMI, VGA, lock (keyed alike)

(Also available are TrimLine docks — consult your Panasonic representative for details)

Havis Vehicle Dock

HA-55LVD0 54/55 dock (no pass through)
HA-55LVD2 54/55 dock (dual pass through)
HA-55LVD0L 54/55 dock w/LIND power supply (no pass through)
HA-55LVD2L 54/55 dock w/LIND power supply (dual pass through)

USB-A (2), Serial, Ethernet, HDMI, VGA, lock (keyed alike)

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WIRELESS

Airgain Single LTE & Dedicated GPS Antenna Kit

Threaded Black Mount
AI-2CLSFBL

Airgain Dual LTE & WWAN-GPS Antenna Kit

Threaded Black Mount
AI-3MDCBL19

PRINTERS

Brother RuggedJet 4230BL Printer Bundle

(Includes printer, USB cable & wiring harness)

203dpi, up to 5ips, USB or Bluetooth, IP54, 7' Drop

BR-RJ42BD2Y

Brother PocketJet 763 Printer Bundle

(Includes printer, USB cable & wiring harness)

300dpi, up to 8ppm, USB or Bluetooth

BR-PJ763D1Y14W

TOUGHBOOK 55 Mk2
Please refer to third party accessory catalog or the website for full product details.

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STRAPS & CASES

ToughMate Carrying Case

TBCCOMUNV-P

ToughMate Backpack

TBCBPK-P

OTHER

Panasonic Stylus Pen

FZ-VNP551U

(Compatible on touchscreen models only)

Panasonic Tether

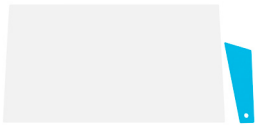
FZ-VNT005U

Panasonic Blue Cleaning Cloth

CF-VNC002U

Panasonic Screen Protector

CF-VPF29U



Panasonic Screen Set

FZ-VSW551U

Bag of 14 interchangeable screws (mix of black and silver). Can be used as replacements for keyboard screws, RAM, certain xPAK's which require screws, or as an optional locking screw for the other xPAK's and the main SSD.

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PROFESSIONAL SERVICES

If you're a mobile worker in a demanding profession, workdays can be hectic, to say the least. It's often just you and your mobile computer on the front lines, wherever the job takes you. You need to know that you'll always have the tools you need to do your job.

Thousands of organizations choose Panasonic for their employees who work in unforgiving environments. We've been making rock-solid mobile computing products for over 25 years and are constantly pushing rugged computing forward. TOUGHBOOK family of computers boast industry-leading low product-failure rates. So it's no wonder we've become the longest-running rugged computer supplier for the U.S. government, law enforcement, utility, and public safety agencies. But even with the toughest tools, work life can be a bit unpredictable. Make sure your workers can always depend on their TOUGHBOOK devices by augmenting them with Panasonic ProServices — Development, Deployment, and Sustainment services that support and augment your IT and field staffs to speed deployments and improve performance of you Panasonic technology investments.

Our Standard Warranty protects your TOUGHBOOK computers from manufacturing defects for three years and includes overnight shipping costs to and from our Service Center, as well as priority parts exchange program and repair service at no cost. It provides lifetime access to our U.S.-based technical support hotline (which has average hold times less than 1 minute); online access to drivers, first-aid disks, BIOS updates, tools, utilities, and manuals; free overnight delivery of customer replaceable parts and repaired units (85% of repairs are completed within just 48 hours); and access to Panasonic field service personnel.

For those customers who's environmental conditions require a higher level of accidental damage coverage, Panasonic offers our Ultimate Care warranty program. This "No-Fault" warranty coverage means just that — You break it and we fix it.

Panasonic recognizes that one size does not fit all and each customer has a unique set of skills and needs. As such, Panasonic ProServices can offer each customer the right solution to best suit their particular situation. Here are some of the most popular items, but please contact your Panasonic representative or go to the ProServices website for more services and information.

DEPLOYMENT BUNDLES

48 Hr. Burn-in, Imaging, Asset Tagging, Shipping, Deployment Report, Disk Image Management (Image Management not included in Bronze).

- Bronze (One Time) CF-SVCPDBRZ
- Premier Deployment 3 Year CF-SVCPDEP3Y
- Premier Deployment 4 Year CF-SVCPDEP4Y
- Premier Deployment 5 Year CF-SVCPDEP5Y
- Premier Deployment APOS 4th Year CF-S09SLCY4AP
- Premier Deployment APOS 4 & 5th Year CF-S09SLCY5AP
- 3 Month Device Storage CF-SVCPDSSTOR
- Kitting with Deployment *(up to 4 items)* CF-SVCPDKITTING
- Extended Configuration *(15 minutes)* CF-SVCPDADD
- Customer Portal Access CF-SVCCUPORT
- OEM Volume License Conversion CF-SVCLICCONV
  (Converting the MS Windows OEM license allows the application of a client GOLD image at the National Service Center)

APOS: After Point of Sale

BRONZE Package: Includes installation of battery/tether/stylus/supplied asset tags, logo badges (purchased separately), and cases or holders which ship in the TOUGHBOOK OEM packaging. Customer image validation, loading of customer image, application of service updates and engineering changes, inclusion of customer documentation and custom box labels, and application of customer BIOS/CMOS settings and single location ground shipping with deployment reporting.

PREMIER Package: Includes all the above deliverables, as well as post image configuration services (5 minutes). Over packing for small shipments, expedited deployment, 48 hour burn in, multiple ship to locations, multiple shipping dates, disk image management for the term of the services with multiple image retention and customer portal access. The Panasonic Customer Portal allows for online access to create RMAs and check entitlement status and repair history.

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BIOS CUSTOMIZATION

BIOS settings can be customized to show client logo on bootup or configured to restrict access, enable or disable audio or wireless capabilities as well as restricting media components such as card readers, secure digital flash, fingerprint readers, Bluetooth etc. There is a minimum of 50 units for the BIOS configuration service.

• BIOS Custom Splash Screen and/or Configuration	CF-SVCBIOS1

ULTIMATE CARE PROGRAM

This coverage provides truly comprehensive coverage for out of warranty repairs. That's right, no cap and no out of warranty billing for accidental damage for the term of coverage. Even items like intentional damage, fire, flood, hurricane, tornado, loss and theft (reported) are covered up to 2% of the deployment.

• 3 Year	CF-SVCLTUCNF3YR
• 4 Year	CF-SVCLTUCNF4Y
• 5 Year	CF-SVCLTUCNF5Y
• 3 Year (Federal Specific)	CF-SVCLTUCDOD3Y
• 4 Year (Federal Specific)	CF-SVCLTUCDOD4Y
• 5 Year (Federal Specific)	CF-SVCLTUCDOD5Y

• APOS 4th Year	CF-SVCLTUCAPOSY4
• APOS 5th Year	CF-SVCLTUCAPOSY5
• APOS 4 & 5th Year	CF-SVCLTUCAPOS2Y

APOS: After Point of Sale

PROTECTION PLUS

Accidental Damage Coverage. Any unit for which the Panasonic "Protection Plus" warranty has been purchased will receive additional coverage for any failure that occurs due to accidental damage.

• 3 Year	CF-SVCLTNF3YR
• 4 Year	CF-SVCLTNF4Y
• 5 Year	CF-SVCLTNF5Y
• 3 Year (Federal Specific)	CF-SVCLTNFDOD3Y
• 4 Year (Federal Specific)	CF-SVCLTNFDOD4Y
• 5 Year (Federal Specific)	CF-SVCLTNFDOD5Y

• APOS 4th Year	CF-SVCLTNFAPOS1Y
• APOS 5th Year	CF-SVCLTNFAPOSY5
• APOS 4 & 5th Year	CF-SVCLTNFAPOS2Y

APOS: After Point of Sale

ADVANCED EXCHANGE XPAK PROGRAM

This coverage is included at no cost with the Ultimate Care and Protection Plus warranty programs, or can be purchased separately with the below SKU's. This allows advance replacement of xPAK's in the event there is a failure in the field. Overnight air replacement is paid for by Panasonic, as well as a prepaid return air shipping label for the convenience of our customers.

• 3 Year	CF-SVCLTAEX3Y
• 4 Year	CF-SVCLTAEX4Y
• 5 Year	CF-SVCLTAEX5Y
• 4th Year	CF-SVCLTAEXY4
• 5th Year	CF-SVCLTAEXY5
• 4th & 5th Year	CF-SVCLTAEX2Y

• APOS 4th Year	CF-SVCLTAEAPOY4
• APOS 5th Year	CF-SVCLTAEAPOY5
• APOS 4th & 5th Year	CF-SVCLTAEAPO2Y

APOS: After Point of Sale

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EXTENDED WARRANTY

If this coverage is purchased, the serial numbered unit is entitled to the extended manufacturer warranty coverage with the exception of the battery for which a separate coverage program is available. The cost of labor, parts, and overnight shipping are included in the price of the Extended Warranty Program.

• 4th Year	CF-SVCLTEXT1Y
• 4 & 5th Year	CF-SVCLTEXT2Y
• APOS 4th Year	CF-SVCLTEXTAPOS1Y
• APOS 5th Year	CF-SVCLTEXTAPOSY5
• APOS 4 & 5th Year	CF-SVCLTEXTAPOS2Y

APOS: After Point of Sale

SMART BATTERY WARRANTY PROGRAM

Extends the standard 1-year battery warranty up to 5 years and provides Smart Battery Monitoring. The main battery can be replaced when it falls below 50% capacity (per PC Information Viewer) during the coverage term. The Smart Analytics provide in depth insight and facilitates troubleshooting on a proactive basis.

• Main Battery 3 Year	CF-SVCBATSW3Y
• Main Battery 4 Year	CF-SVCBATSW4Y
• Main Battery 5 Year	CF-SVCBATSW5Y
• Dual Battery 3 Year	CF-SVCBATX2SW3Y
• Dual Battery 4 Year	CF-SVCBATX2SW4Y
• Dual Battery 5 Year	CF-SVCBATX2SW5Y

HOT SWAP & HOT SPARE MANAGEMENT SERVICE

Within a **Hot Swap** program, when a device requires service, Panasonic sends the user a fully functional computer from a reserve of customer- owned computers stored at Panasonic's National Service Center. The replacement unit is shipped for next business day delivery whenever a user calls Panasonic Technical Support and determines that the computer needs to be serviced. The user removes the storage drive from the original computer and inserts it into the replacement unit, eliminating the need to transfer files or software. The user keeps the replacement computer and ships the original unit to Panasonic. When the original computer is received by Panasonic, it is repaired, re-imaged and put back into the customer's consigned inventory for future use.

Unlike Hot Swap, when **Hot Spare** is chosen, the original unit sent in for service is returned to the original end user following service and the original spare unit is returned to the customer owned reserve.

• Hot Swap 3 Year	CF-SVCLTHS3YR
• Hot Swap 4 Year	CF-SVCLTHS4YR
• Hot Swap 5 Year	CF-SVCLTHS5YR
• Hot Spare 3 Year	CF-SVCLTHSP3YR
• Hot Spare 4 Year	CF-SVCLTHSP4YR
• Hot Spare 5 Year	CF-SVCLTHSP5YR

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SSD NO RETURN & USER REPLACEMENT

When this coverage is purchased, a customer is not required to send a defective storage drive back to the service center when replaced due to SSD failure.

• 512GB SSD — 3 Year	CF-SVC512SSD3Y
• 512GB SSD — 4 Year	CF-SVC512SSD4Y
• 512GB SSD — 5 Year	CF-SVC512SSD5Y
• 512GB SSD — 3 Year (Federal Specific)	CF-SVC512SSD3YT
• 512GB SSD — 4 Year (Federal Specific)	CF-SVC512SSD4YT
• 512GB SSD — 5 Year (Federal Specific)	CF-SVC512SSD5YT
• 1TB SSD — 3 Year	CF-SVC1TBSSD3Y
• 1TB SSD — 4 Year	CF-SVC1TBSSD4Y
• 1TB SSD — 5 Year	CF-SVC1TBSSD5Y
• 1TB SSD — 3 Year (Federal Specific)	CF-SVC1TBSSD3YT
• 1TB SSD — 4 Year (Federal Specific)	CF-SVC1TBSSD4YT
• 1TB SSD — 5 Year (Federal Specific)	CF-SVC1TBSSD5YT
• 2TB SSD — 3 Year	CF-SVC2TBSSD3Y
• 2TB SSD — 4 Year	CF-SVC2TBSSD4Y
• 2TB SSD — 5 Year	CF-SVC2TBSSD5Y
• 2TB SSD — 3 Year (Federal Specific)	CF-SVC2TBSSD3YT
• 2TB SSD — 4 Year (Federal Specific)	CF-SVC2TBSSD4YT
• 2TB SSD — 5 Year (Federal Specific)	CF-SVC2TBSSD5YT

LIFECYCLE SERVICES & PROJECT MANAGEMENT

Engineering services can include services development and all changes through the life of the Panasonic deployment along with ad hoc technical services. The service level is determined at time of purchase.

• Field Engineering Support based on needs analysis	CF-SVCFES20/40/60/80/100

PUBLIC SAFETY BUNDLE EXTENSIONS

The following SKU's are available to extend the Public Safety 3 year bundles to year 4 or years 4 and 5. These SKU's must be purchased with the hardware on the same order. If delayed purchase is desired, please utilize the standard APOS SKU's for Premier Deployment, SSD No Return, and ProPlus Warranty.

• 4th Year Add on	CF-SVCPSY4
• 4th & 5th Years Add on	CF-SVCPSY5

TOUGHBOOK 55 Mk2
Please refer to third party accessory catalog or the website for full product details. Panasonic is constantly enhancing product specifications and accessories. Specifications subject to change without notice.
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